



Dear Plantronics Customer,

Plantronics has a long commitment to the highest quality in our products, with particular focus on those used for mission-critical applications. When we discover that our products are falling short of our exacting standards, we communicate the situation immediately.

Our recently announced EncorePro 510 and 520 products already shipped fall into this category. Some products, after months or years of use, may not, due to a mechanical issue, have the boom attached to the speaker-housing as tightly as we have specified, with the result that the boom may no longer hold its position. We wish to emphasize that there are no health and safety issues involved, simply one of falling short of our hallmark durability standards.

The products impacted by this situation are:

- HW510 p/n 89433-01
- HW510V p/n 89435-01
- HW520 p/n 89434-01
- HW520V p/n 89436-01

Please note that no other models are impacted.

A small redesign is in process, and we expect to have our factory producing replacement units that comply with our requirements within a few weeks.

Feel free to continue using the product with confidence for as long as you would like. Or trade your units in for our revolutionary new HW540 convertible headset. Simply contact Plantronics Technical Support to arrange for replacements as soon as they are available.

We are proud of our heritage, and part of that heritage is responding quickly and publicly when we become aware of an issue. We are placing no limitations on furthering this communication; we believe our actions should always reflect positively on our vision and values.

We do not take this action lightly. It is important to us that our customers have nothing less than an outstanding experience with our products and service, and that trust in our products is unwavering.

Sincerely,

Nicholas K. Eisner  
Senior Director of Product Management